

APPENDIX 1: STREET WARDEN ANNUAL PERFORMANCE AND SERVICE REVIEW

1 Introduction

- 1.1 This report provides an annual summary of the Street Warden service and associated activities in 2015/16.

2 Overview of Main Duties

- 2.1 The team consists of five Street Wardens, whose main duties include:
- a) Providing a reassuring presence, promoting community safety and tackling anti-social behaviour;
 - b) Undertaking daily patrols on the streets, open spaces and estates to provide a visible presence;
 - c) Assisting with the investigation of environmental offences, such as fly tipping;
 - d) Deterring anti-social behaviour in public places, liaising with and complementing the work of the council's Anti-Social Behaviour team and the police;
 - e) Improving the street environment by reporting problems, for example graffiti and abandoned vehicles;
 - f) Dealing with contained stray dogs (since November 2013).

3 Statutory Functions

- 3.1 The Street Wardens have some statutory powers, including:
- a) Enforcement of the alcohol control zone in central Hatfield by the confiscation of age –restricted product from minors and the ability to request personal information from anyone they believe to have committed an offence;
 - b) Support other council department's statutory functions by gathering community intelligence for Environment Services, CHT, Environmental Health, the Anti-Social Behaviour Team, Planning and Private Sector Housing etc;
 - c) Collection of contained of stray dogs.

4 Community Liaison and Partnership Working

- 4.1 The Street Wardens work in partnership with a number of different groups, including:
- a) The police;
 - b) Other council departments;
 - c) Residents associations;

- d) Local businesses;
- e) Fire and Rescue Service.

4.2 The Street Wardens support Environmental Health’s nuisance investigations, as further detailed below. This work is in addition to supporting their out of hours noise service (Operation Reprise).

5 Training and Accreditation

5.1 The Street Wardens are accredited by the Hertfordshire Constabulary, giving them limited powers whilst on duty.

6 Performance Overview 2015/16

6.1 The table below provides a summary of the Street Warden’s performance in 2015/16 against the objectives.

Objective	Outcome
Provide a reassuring presence, promote community safety and tackle anti-social behaviour	<ul style="list-style-type: none"> • Uniformed patrols throughout the Borough. • Attended anti-social behavior group, Multi-Agency Group to Prevent Youth Exclusion (MAGPYE), Joint Agency Group (JAG) and Substance Misuse Group (SMG) meetings. Called upon to support the Community Housing Trust at Resident Meetings, Garage Watch, Dual Town Centre Meetings, Peoples' Café etc. • Received and dealt with calls for advice and provided information to Police for crime related matters.
Daily patrols on the streets, open spaces and estates to provide a visible presence	<ul style="list-style-type: none"> • Undertaken patrols in liveried vehicle, bike and on foot across the Borough. • Identified priority areas which are patrolled on a daily basis. • Received requests to visit specific areas to provide reassuring presence e.g. residential schemes. • Undertaken joint patrols with civil enforcement officers at local schools during drop off and pick up.

<p>Assist with the investigation of environmental offences</p>	<ul style="list-style-type: none"> • Identified and gathered details for some cases of fly tipping in the Borough and have provided information to the Environment Services Team. • Supported Community and Environment Officers with interviews with suspected fly-tippers. • Assisted Environmental Health and provided evidence in black smoke bonfires and accumulations and Taxi Licensing investigations. • Provided evidence in cases of noise nuisance to Environmental Health and Community Housing Trust.
<p>Deter anti-social behaviour in public places</p>	<ul style="list-style-type: none"> • Extensive patrols undertaken in liveried vehicles. • Hatfield town centre patrols to deter street drinkers in designated control zone. • Supported Environmental Health with Operation Reprise – noise patrols 2200 – 0300, Friday and Saturday. • Assisted Hertfordshire Fire Service with accumulation complaints and attended Garage Watch Meetings which monitor the occupation of garages. • Attended council meetings. In particular, the Street Warden team has attended all public meetings associated with the Local Plan consultation.
<p>Improve the street environment</p>	<ul style="list-style-type: none"> • Wardens responded to 42 callouts to collect dumped needles and have sought out needles from known hot spots. • Responded to verge parking enquiries. • Wardens recorded and reported abandoned vehicles, reported damage to street furniture and liaised with Hertfordshire County Council in relation to tree damage. • Supported Community Housing Trust with monthly Waste Cage Days preventing more fly tipping in the Borough. • Assisted Community Housing Trust with monthly walkabouts in specific areas.
<p>Dealing with contained stray dogs</p>	<ul style="list-style-type: none"> • Wardens have directly dealt with 106 recorded stray dog cases, of which: <ul style="list-style-type: none"> ▪ 77 were returned to keeper; ▪ 26 were re-homed; ▪ 3 were put to sleep (1 by RSPCA), due to illness or suitability to re-home.

- 6.2 The Street Wardens will continue to work under the agreed objectives detailed above in 2016/17.

7 Video Badges

- 7.1 At the March 2014 EOSC meeting, approval was given to purchase video badges for the Street Wardens and these have been in use since Summer 2014. The video badges provide protection to both the Street Wardens and members of the public as it provides an accurate recording of events. Where incidents do occur, the video badges will provide an audio and visual record, improving the quality of evidence collated.
- 7.2 Audio and video footage obtained by the Street Wardens on their patrols is used to help gather evidence which can be used in court to provide a detailed record of an incident.
- 7.3 Operating in accordance with Data Protection Act requirements, the cameras are used in an overt fashion and the covert use of the device is not permitted. Video badges are not be used for surveillance purposes and are only used for recording specific incidents. They are not used to record private conversations between members of the public. Stored data is reviewed every 30 days and if the data is no longer required it is permanently deleted.

8 Micro-Chipping of Dogs

- 8.1 Since 6th April 2016, all dogs are required to be microchipped. This change in legislation allows the Street Warden team to take enforcement action against the keeper (i.e. owner) of a contained stray dog that is not microchipped.
- 8.2 In line with the Microchipping of Dogs Regulations 2015, the keeper of any non-microchipped dogs or incorrectly microchipped dogs will be served with a notice to microchip or correctly register the dog with an approved database operator. The Street Warden team will be responsible for issuing the relevant notices for any contained stray dogs that have not been microchipped and are returned to their keeper. Failure to comply may result in further enforcement action being taken, including a £500 fine and an appearance in court, as appropriate.